

Format No. TRAI/QoS/CMTS/3 - PMR

## Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services :: 3G Services

Report for quarter ending : Mar- 2013

Name of the Service Provider : Tata Teleservices Limited &amp; Tata Teleservices (Maharashtra) Limited

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline)...Regulations, 2009 (7 of 2009)

Name of Service Area	Customer Service Quality Parameters												Response time to the customer for assistance				Termination / closure of service			
	Metering and billing credibility - post paid	No. of bills issued during the period	No. of bills disputed including billing complaints during the period	Metering and billing credibility - pre paid	No. of charging / credit / validity complaints during the month	Total no. of pre-paid customers - Mar-13	Resolution of billing/charging/validity complaints	No. of billing/(post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the month	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the month	No. of billing complaints (post paid) and charging, credit/validity complaints (pre paid) resolved in favour of the customer during the month	No. of complaints disposed on account of not considered as valid complaints during the month	Period of applying credit/waive/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call Centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the month	No. of requests for Termination / Closure of service complied within 7 days during the month	Time taken for refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Benchmarks																				
Target	≤ 0.1%			≤ 0.1%			100% within 4 weeks				within 1 week of resolution of complaint	≥ 95%			≥ 90%	100% within 7 days			100% within 60 days	
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																				
AP	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BR	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CH	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DL	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GJ	0.00%	19779	71	0.00%	3	23636	100%	74	74	0	74	100%	0	0	0	0	0	0	0	0
HR	0.00%	10984	72	0.00%	2	22135	100%	72	72	0	72	100%	0	0	0	0	0	0	0	0
HP	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KTK	0.00%	32155	190	0.00%	13	26977	100%	209	209	0	209	100%	0	0	0	0	0	0	0	0
KR	0.00%	13735	47	0.00%	0	5850	100%	47	47	0	47	100%	0	0	0	0	0	0	0	0
KOL	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MP	0.00%	15610	35	0.00%	463	24898	100%	444	444	0	444	100%	0	0	0	0	0	0	0	0
MH	0.00%	32336	0	0.00%	5	39078	100%	12	12	0	12	100%	0	0	0	0	0	0	0	0
Mum	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PB	0.00%	15424	72	0.00%	3	24042	100%	72	72	0	72	100%	0	0	0	0	0	0	0	0
OR	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RJ	0.00%	2084	0	0.00%	0	7031	100%	0	0	0	0	100%	0	0	0	0	0	0	0	0
TN	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UP-E	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UP-W	0.00%	7753	21	0.00%	91	16513	100%	98	98	0	98	100%	0	0	0	0	0	0	0	0
WB	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :

Note: